

Carlos Hernandez

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Luis Gonzalez

Council President

Katharine E. Cue-Fuente

Council Vice-President



Council Members

Jose F. Caragol

Vivian Casals-Muñoz

Isis Garcia-Martinez

Paul B. Hernandez

Lourdes Lozano

City of Hialeah

January 2016

The City of Hialeah is accepting **RESUMES** for the position of:

COMPLAINT OFFICER I

STARTING SALARY	SALARY
\$1,077 Bi-weekly	Range 47: \$1,077 - \$2,033 Bi-weekly

EXAMPLES OF DUTIES

- Serves on a rotating shift schedule.
- Receives requests for emergency services from the public and screens those requests in accordance with the established policies and procedures.
- Operates the telephone switchboard and responds to calls in a prompt and effective manner.
- Performs all assigned tasks in compliance with Federal, State, County and City laws and ordinances as well as Departmental rules and regulations.
- Receives telephone calls from the public relative to the reporting of accidents, crimes, disturbances of the peace, suspicious persons, fires, medical emergencies and a variety of unusual incidents.
- Evaluates the need for medical, fire, and police assistance by determining the exact nature of the incident, geographic location, governmental jurisdiction, and if required, priority code to be used in dispatching units to the scene.
- Reviews and answers requests for information from other law enforcement agencies, ambulance companies, hospitals, automobile wreckers, and the public.
- Contacts ambulance services, public safety agencies, utilities and service providers and directs them to the appropriate incident locations when necessary.
- Records all required information on Log Cards, automated terminals and/or other related forms as deemed necessary.
- Utilizes Computer Aided Dispatch (CAD) and Records Management System (RMS) programs.
- Performs equipment tests on a regular basis.
- Originates orders to communications operators either in written form or via a computer aided dispatch system which will result in the dispatch of police, fire, and medical personnel to the desired location.
- Telephones automobile wrecking companies to request removal service at the scene of traffic accidents.
- Performs clerical duties such as light typing, photocopying, filing and inventory control.
- Maintains activity records of telephone calls received and action taken.
- Works as Call Back Officer.
- Maintains activity records of request for medical, fire, and police service and action taken by entering any required data into the appropriate computer system.
- Cleans and performs light maintenance on work stations, computer equipment and other related equipment on a regular basis.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of modern medical, fire, and law enforcement practices, procedures and methods.
- Knowledge of the proper legal functions of government agencies, sufficient to answer or redirect citizen inquiries.
- Knowledge of Fire and Police departmental regulations pertaining to complaint and dispatch activities.
- Knowledge of the roadways and political boundaries of the incorporated city area.
- Knowledge of the organizational structure of City departments and key personnel.
- Knowledge of City facilities, local geography, landmarks and jurisdictional boundaries.
- Skilled in the use of computer terminals, advanced multi-line telephone equipment, computer aided dispatch system, records management systems, radio communication and related equipment.
- Ability to perform a variety of clerical duties including, but not limited to photocopying, filing and inventory control.
- Ability to train and supervise new complaint officers.
- Ability to react quickly and calmly in emergencies.
- Ability to communicate effectively with the public by means of the telephone or person to person contact.
- Ability to deal calmly and effectively with the public.
- Ability to keep simple records.
- Ability to hear accurately and speak clearly, using good diction.
- Ability to analyze information from a variety of sources assesses a situation, use sound judgment in drawing valid conclusions and takes appropriate action in crises situations that may include life and death decisions.
- Ability to prepare and maintain accurate files, logs and other written or computerized records and reports.
- Must be able to read and speak both English and Spanish with fluency.
- Ability to spell correctly and write legibly using correct grammar.
- Ability to verify information and solve discrepancies.
- Ability to look up information in directories by index or cross reference.
- Ability to understand, retain and apply detailed and complex written, verbal and demonstrated procedures, information and regulations to a variety of situations.
- Ability to effectively prioritize duties when dealing simultaneously with several functions.
- Ability to communicate effectively, verbally and in writing and maintain effective working relations with other employees, outside agencies, and the public by means of radio, telephone or person-to-person contact.

REQUIREMENTS

Must have:

- High School Diploma or G.E.D. from an accredited school/institution.
- Must type 25 words per minute, as demonstrated in an exam.
- Trained in the handling of emergency calls is highly desirable, but not necessary.
- Skilled in the use of computer terminals is desirable.
- Must be able to obtain certification as “911 Public Safety Telecommunicator” by the State Of Florida within one year of date of appointment/hire.
- Upon completion of training, must pass test and obtain certification by the International or National Academy of Emergency Dispatch in Emergency Medical Dispatch (E.M.D.), Emergency Fire Dispatch (E.F.D.), and Emergency Police Dispatch (E.P.D.)
- Must be able to obtain C.J.I.S. Certification immediately upon being appointed/hired.

If you meet the minimum requirements and want to be considered for the position, please email your resume and supporting documentation to:

HRRESUMES@HIALEAHFL.GOV